

**Subject:** Re: LASAN 311 Pending Tickets vs HOPE RRT Locations

**From:** "Jose P. Garcia" <jose.garcia@lacity.org>

**Date:** 2/5/19, 5:01 PM

**To:** Reiner Bolor <41517@lapd.online>

**CC:** Dominic Choi <32350@lapd.online>, Brian Buchner <brian.buchner@lacity.org>, Danielle Maldonado <danielle.maldonado@lacity.org>, Katrina Montgomery <katrina.montgomery@lacity.org>, Emada Tingirides <31546@lapd.online>, Robert Chellew <37991@lapd.online>, Marco Ramirez <40604@lapd.online>, Matthew Tenchavez <mtenchavez@lahsa.org>, Celina Robles <38064@lapd.online>, Monique Contreras <38228@lapd.online>

Thank you for your input, there are several issues that you present, I don't know if it's easier to communicate you questions in person and/or through a demo rather than to try to spell it out here in a long and winded e mail. Everything you addressed has either an explanation and/or is being developed to correct the issue. I will review these concerns with Danielle and Katrina who should be and I want to be able to answer. Nothing on there ability to respond, I would really like to take this opportunity to discuss with them and understand the questions you posed.

"NO CAN LEFT BEHIND"

Jose "Pepe" Garcia

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<https://docs.google.com/uc?export=download&id=0Bylnl9ly7HAZZXVLaldNVndyM3M&revid=0Bylnl9ly7HAZUitBTUQ1ZVR4Q1hMSmc3K1pFQUN0QkgyN3prPQ> <<https://docs.google.com/uc?export=download&id=0Bylnl9ly7HAZbDLYMzdlnHVMSEU&revid=0Bylnl9ly7HAZKzdHVHY2QUFvd0p5ZGZLZCtudW9ydjlZN1BBPQ>>  
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On Tue, Feb 5, 2019 at 10:05 AM Reiner Reich Bolor <[41517@lapd.online](mailto:41517@lapd.online)> wrote:

Good morning everyone,

I was analyzing the data on the UHRC Dashboard and noticed that the "LASAN Tickets Pending Clean Up" still has discrepancies and does not accurately provide the total amount of homeless encampments pending for a cleanup. The UHRC does a refresh every morning on the dashboard to get the updated numbers provided by LASAN.

When I export the pending clean up tickets on excel, several issues come up:

1. Not all 6,638 tickets are exported onto excel – the max has always been 2,000 which I'm not sure if that issue is with SALUS
2. The total 6,638 still includes: bulky items, illegal dumping pickup, electronic waste, and metal/household appliance as part of the count (1,231 Homeless Encampment tickets (out of 2,000) as of 2/4/19)

I was also comparing the pending cleanup tickets versus the cleanup locations that HOPE conducts with rapid response and noticed several locations had already been addressed by the HOPE Teams but the tickets still show "pending."

The highlighted cells (see attached spreadsheet) are locations that had already been addressed by the HOPE Teams after the 311 requests / tickets were produced. I only used a small sample of the HOPE RRT locations to compare them to the 311 tickets but it does show that the HOPE Teams have been responding to the 311 requests without even knowing it.

Respectfully,

Officer Reiner Bolor, Serial No. 41517

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